Patient Experience
Platforms for Value
Derek Lamb
HappyOrNot
Improving Patient Experience is the number 1 priority of CIO’s in healthcare*

*Impact Advisors and the Scottsdale Institute.
You can’t improve what you don’t measure.
“...unless GPs and other practice staff know how they are doing and have insight into what matters most to their patients, they can’t take the necessary action to refine and improve their service.”

“For us, the most critical part of implementing HappyOrNot is the information that practices can use to inform continuous improvement.”

Bernadette Kenny, WA Primary Health Alliance, General Manager
HappyOrNot Industry Data Fact:

Healthcare Industry
Patient Satisfaction Benchmark 2017

88%
Information without insights is just data
"We used HappyOrNot to measure the level of understanding before and after we implemented some simple initiatives and were able to see a dramatic improvement. HappyOrNot was able to validate the initiatives implemented and provide comprehensive reports to evidence the improvement."

Bev McLaine, Manager, Quality, Experience and Safety at Kyabram District Health Service
Expected unhappy patients trend in the first 1 year

- The graph shows the declining trend of unhappy patients for our Healthcare clients who start to use HappyOrNot.

- It shows, when HappyOrNot is being used since day 1 only for period of time of 1 year, the clients are able cut their unhappy patients down by 12.3% on average. (convert 12.3% of unhappy patients to happy!)
The HappyOrNot service

Feedback collecting Smileys for in location and online

Reporting Service to monitor and analyze results

Our service includes email reports, social sharing, Misuse Protection, and more!
Please remember to give feedback at the end of the session!